

10/15/90	Submitted request for improved tapes (Returned form to Bill Taylor)
10/15/90	Filled out and sent "Business Traveler Profile" to Elaine.
10/15/90	Double-checked OT, Changeover info, etc. Finalized Analytical overtime schedule
10/15/90	Ed Tucker called and said that Aubrey (tz) will come to Louisville next week for another special PZ test.
10/15/90	In planning of new lab (if necessary) it was suggested that an area (office type) separate from instrumentation area be included for paperwork, etc. (Fewer distractions) area would not be non-smoking area.
10/15/90	Called Pathfinder Associates for confirmation of Oct 11 Seminar. Tammy, Kevin and myself registered.
10/18/90	Picked up Safety Reward Selection package from Kevin Connell.
10/18/90	Bill Taylor said that tar and nicotine numbers from Richmond will be forwarded to me. Bill asked that I review these numbers when they arrive (routinely) and set with him
10/18/90	Meeting with Bill Taylor, Tammy Weston and Delmar concerning changes in MATS Eval program.

2055559106

10/18/90 Barry Griffin to be in Analytical for training
Oct. 18.

10/18/90 Investment in Excellence class changed - Now
scheduled for November 2 & 3 and December 7 & 8.

10/18/90 Del said that Viola Strong had been
injured (not recordable). I asked her to
make sure I get accident report today.

10/18/90 Changes in Materials Evaluation program effective Nov. 1:

- Expand on yearly audit (longer audit - 3 days)
 - Janney Writer will have access to Purchasing Computer.
 - Internal audits (to be done by Louisville Analytical personnel) Report to Attn: Mr. Lynch with a copy to Janney - Also copies to pertinent Louisville Q.A. personnel.
 - Persons to be trained on internal audits:
Delmar, Marty, Mark and myself.
 - More frequent committee meetings (Possibly 6 per year) Other Analytical personnel may attend some of these in Delmar's place.
 - Fewer copies of the "Redbook" will be distributed.
- 2055559107
- First internal audit & training tentatively scheduled for week beginning Oct. 29.
 - Toxicologist more involved in materials evaluation - Has been hired - He will participate in audits.
 - Larger database for decision-making.
 - Comments section added to database.
 - Richmond Purchasing will notify Materials Evaluation when replacements are found.
 - Access to Info. when non-approved materials are used.

205559108

10/8/90 (Cont)	<ul style="list-style-type: none">Purchasing will aid in prioritizing materials to be analyzed.First or second week in April - Report due.
10/9/90	Sorted Safety award selection sheets for all eligible Q.A. employees. Distributed to appropriate supervisor with instruction sheet - Asked that all copies be returned to me by Friday.
10/9/90	Checked with Primary - No change in status of project - Testing of all flavors before use.
10/9/90	Rejected Cruck - Refer Quality Alert.
10/9/90	Investigated accident - Viola Strong - Not recordable - Sent report to Kevin Connell.
10/9/90	Bill Speicher's Staff Mtg - Projects: <ul style="list-style-type: none">Mentholated foil test - Impact of feeding rejects backSend Burley & Bright standards back to S. MeekanStatus of testing of all flavors before use.
	Other topics applied to other areas of Q.A.
10/9/90	Lester Glover called from Richmond requesting menthol foil data for BEH 8x76's 100's and 83 mm - Most recent production, Sue found the info. to him

- 10/19/90 ADVISED John Spadling and Janice Branam that Pamela Frazer and Ruth Kort are not eligible for 1990 Safety awards.
- 10/13/90 Ed Tucker called and said that another menthol ~~bottomona~~ P2 test involving ML-17 and ML-38 is being planned. Plug and P2 testing in Louisville will be requested.
- 10/11/90 Last week in October tentatively scheduled for internal audit training - Materials Evaluation.
- 10/10/90 Reviewed and copied accident report - Viola Strong - forwarded to Kevin Connell.
- 10/10/90 Aubrey Atz was in Louisville for ML-17 and MC-23 P2 test. Sent results to Ed Tucker.
- 10/10/90 Pat Cary submitted a cost reduction suggestion to Denny involving additional tanks in flavor production area in order to expedite flavor sampling / testing.
- 10/10/90 MES Meeting - Refer report
- 10/10/90 Wednesday Afternoon Staff Mtg - Refer Minutes
- 10/10/90 Talked with Bill Speicher & Bill Taylor concerning the possibility of putting radios in GC Room & Flavor Room to improve communications - sample testing.
- 10/10/90 Talked with Stu Burns - Testing of Flavors before Use (Status) - He said that he is still working on the procedure. Plan to try to implement Oct 20 with a two week trial period to follow. I told him that a longer trial period may be necessary.

2055559109

10/10/90	Sorted and separated Safety award tickets - White and yellow sheets will be returned to Kevin Connell when all have been received. Pink copy will be retained in my file until awards are distributed.
10/11/90	Kevin Connell and I attended a Seminar on "Occupational Exposure to Hazardous Chemicals in Laboratories" pertaining to the new OSHA Regulation 29 CFR Part 1910.
10/11/90	Bill Taylor obtained radios for GC Room. Keith Gaynes said that he will provide a radio for Flavox Room personnel.
10/11/90	Talked with Bill Speicher and Bill Taylor - Need to set-up a meeting to discuss issues involved in the new OSHA Regulations.
10/11/90	Anna gave me a copy of the Domestic and Export Brand Code list. She said she will put me on distribution for updates.
10/12/90	Set-up production and changeover coverage (DC Room) for weekend.
10/12/90	Recd. Holloman memo concerning ^{about} menthol in smoke on several Louisville brands. Reviewed pack menthol data - Close to target. Bill Speicher called Charlie Bates. Charlie said that he had seen the memo and would look into it. He said not to worry about it at this time.

205559110

10/12/90 Bill Speicher said that milk chocolate was found mixed in pallets of Cocoline chocolate at the M.C. This prompted Charlie Bates to request that all locations begin qualitative analysis of all incoming cocoa, chocolate, sugar and licorice.

10/12/90 Concerning the above, Bill Speicher, Bill Taylor and I felt that it would be a good idea to make an "Awareness board" with good samples of each of these flavors for Production Flavor Room personnel with quantitative spot-checks by Q.A. personnel.

10/12/90 Bill Speicher, Bill Taylor and I called Charlie Bates concerning the dry flavor situation. Charlie requested that Q.A. do quantitative analysis on all incoming shipments of these four flavors. Bill Speicher suggested that we try using the Smoke panels for appearance/odor testing of these flavors. This is due to personnel shortage in Analytical Lab.

10/12/90 At the suggestion of Charlie Bates, I called Ed Tucker and requested reference samples for the flavors mentioned above. Woody Thomas returned call and said they will send samples.

10/12/90 Asked Mark to printout graphs with all Total Fack data for all brands tested in September (Refer Pg 150 -Bottom)

10/12/90 Asked Pat to work 11:00 AM to 7:00 PM shift within the next few weeks to learn to enter & report (computer) pack menthol data. Pat will train Marty to help out after she is trained.

205559111

- 10/12/90 Returned completed LSPP Lab Safety Award sheets to Mike Curran, ^{Awards} to be distributed at LSPP
- 10/12/90 Barba Damien is Richmond contact for training on Ambrosia procedure - LC
- 10/12/90 Unable to meet with Bill Speicher and Bill Taylor concerning OSHA regulations due to other problems/projects. (Refer Pg 150 & 151)
- 10/15/90 Continued to process Safety Award tickets - Reminded employees that had been on vacation last week that tickets must be turned in this week.
- 10/16/90 Kevin Connell asked me to tape - Lab Safety; Handling of Hazardous Materials ^{One view}
He said that this tape meets the training requirements of the new OSHA Regulation.
- 10/16/90 Sent Burnett St. Safety Award tickets to Steve Metzmeier. Awards will be distributed to Lab personnel at Burnett St.
- 10/16/90 After investigation of documentation (Per App signed by Employee & super that SPP's had been reviewed) However - Del Smith / Joe McGath could find no supporting documentation. Investigation completed. Supporting documentation found.
- 10/16/90 Called Tom Kemp - Pipe leaking on 6-8 near entrance to 6-1 Lab - He came to Lab - I showed him the leak - He said the leak would be repaired promptly.

2055559112

- 10/16/90 Picked up video (Refer Pg 152) from Kevin. Unable to preview today. I told him I would preview and return the video to him tomorrow. The tape must be returned to supplier within 48 hours.
- 10/16/90 Repeated sampling of silo 15 revealed the silo to be low in menthol. I talked with Dan Block - he agreed to blend the silo with a good silo 5950 and submit samples to Lab every hour. I instructed the technicians to let me know if any of these samples were out of spec.
- 10/16/90 Greg Nixon (Richmond Purchasing) requested that Delmar accompany him to Union Carbide in New Jersey to demonstrate our procedure for the sampling of tank trucks and point-out our criteria for rejection of shipments. He said that it would be a one-day trip and it would assist Union Carbide in their "Total Quality" Program. I checked with Bill Speicher - he gave approval. I asked Delmar to call Greg Nixon to set-up the trip.
- 10/16/90 Jim Hutchinson called Bill Speicher from Richmond and asked for update - Changes in Primary faxed to him - He said his last update was in 1987. (He is not on distribution for manuals). I faxed 1986 through present info. to him.
- 10/16/90 Tried to get together with Denny & Bill Taylor on Menthol foil rejects test but problems, projects and planning for Managers (Q.A. and General) meetings in Louisville prevented.

2055559113

10/16/90	Checked with Kevin Connell - We said he is still awaiting word from Richmond as to how we will handle OSHA Lab Safety regulation.
10/16/90	Reviewed OSHA Lab Safety training video - Recommended to Bill Speicher that we purchase - Bill agreed - Called Kevin - He will fill out Purchase Reg. and send to us for signatures. Returned video to Kevin's office.
10/16/90	Bill Speicher asked that (during the next Safety Committee meeting) we brainstorm how to put increased emphasis on knowledge of and compliance to safe job procedures.
10/16/90	Bill Speicher's Staff Meeting - Current active projects discussed: <ul style="list-style-type: none"> • Menthol foil (Rejects) Test • Burley & Brit Standards • Status of testing of flavors before use • Follow-up on R.P. Holloman Report (C. Bates said not to worry about this at this time.) Other discussion involved other areas of QA.
10/16/90	Asked Beth Fesenbush to compile minutes from September meeting notes. 2055559114
10/17/90	Bill Speicher asked me to represent Louisville QA on the New OSHA Laboratory Standard Planning Committee. I informed Bill Taylor and called Linda Guinn (Richmond Coordinator). Linda said committee members will discuss how each area plans to comply & try to work-out problems before standard becomes law.

10/17/90 Linda will be resource for training (Books, documents, Videos, etc.) Standardization of safety practices in all laboratories will be one of the objectives. All members will review the Philip Morris Chemical Hygiene plan before it is implemented. Two to three meetings are scheduled to be held in Richmond.
(cont)

PHILIP MORRIS U.S.A.
INTER-OFFICE CORRESPONDENCE
Richmond, Virginia

To: Distribution Date: October 8, 1990
From: Linda L. Guinn
Subject: New OSHA Laboratory Standard

The Occupational Safety and Health Administration (OSHA) has promulgated a new performance standard specifically for laboratories, 29 CFR 1910.1450 "Occupational Exposure to Hazardous Chemicals in Laboratories". This standard was developed because the laboratory environment differs from industrial operations not only in the manner that chemicals are handled but also in the best approach for protecting its personnel. The intent of this standard is to control occupational exposures to toxic substances in laboratory settings. This regulation preempts other general industry standards and will become enforceable January 31, 1991.

A planning committee will be formed to help implement this standard. Each member will have the opportunity to discuss how their area will be affected and how they will meet the guidelines outlined in the Philip Morris Chemical Hygiene Plan. The committee will dissolve at the end of the first quarter of 1991. Please let me know your choice for a representative by October 29th. Areas that should each have one representative:

Cabarrus QA
Louisville QA
Manufacturing Center QA
Park 500 site QA
Research and Development
Richmond - QA support
Richmond - QA central
Stockton Street QA

Attached you will find a copy and a brief summary of the standard. If you have any questions, please contact me at x2115 or x4455.

Distribution:

J.M. Busic
R.A. Fenner
A. French
R.M. Gilman
S.A. Hutcheson
C.L. Irving

2055559115

"ONLY BEING THE BEST WILL KEEP US FIRST"

10/17/90 MES meeting - Menthol foil Rejects test Reported
10/17/90 Wednesday Afternoon Staff Mtg - Not sufficient
number of brands (menthol) running this week need
to justify QC Room coverage every shift.

100

10/17/90	Jammy Weston called and said that she will be in Louisville on Oct 31 and Nov. 1 for training (Maths Eval internal audit & other mtgs) She said she will be able to train on all three shifts. She will get back with me with her agenda so that I can arrange for trainers to be available for training.	10
10/17/90	Dan Block called to tentatively set - up meeting tomorrow to discuss procedure for testing of flavors before use.	
10/17/90	Received memo "Cambridge Lights Menthol Test Blend" - Test to be run in Primary on Oct. 24	1
10/17/90	Returned white & yellow copies of Safety award sheets to Kevin - Kept pink (employee copies) in file.	1
10/18/90	Delmar called Greg Nelsman and requested that he schedule trucks around Nov. 13. Delmar will be out of town that day. Greg said that he will leave that day open.	
10/18/90	Talked with Dan Block again concerning testing of flavors before use.	
10/18/90	Kevin Connell filled out P.O. for Lab Safety videos (Refer Pg 154) and sent to me for account numbers and signatures.	1
10/18/90	Set - up procedure for handling of paperwork for dry flavors analysis	10

2055559116

- 10/19/90 Scheduled Weekend overtime for SC Room.
- 10/19/90 Sue said that, according to Winter Shutdown schedule, one vacation day had been excluded. I checked on it and it was one day short. I talked with Gene and Bill Speicher - Neither of them knew of any comp. days that had been scheduled. I called Mike Morris (E.R.) and he said that it is up to Mr. Payne to assign comp days - He has not assigned a day at this point.
- 10/19/90 Gayle on vacation next week - Asked Pat to come in at 11:00 AM and Mark to stay over a couple of hours each day.
- 10/19/90 A roll of old menthol foil was sent in from Burnett St for analysis. When the foil arrived, it was found to have been manufactured in June 1989. (Code 9180; 180th day of 1989). Marty brought to my attention that the menthol lines did not look normal and visual analysis by Bernie Clark revealed that the foil had turned slightly yellow (Backing). It was decided to reject this pallet based on appearance but asked Marty to run menthol analysis anyway - just to see what the level would be on foil that is this old. Menthol out of spec on low side - 2055559117
- 10/19/90 Proctor and Gamble Glen tankers to start heading in instead of backing in for easier offload - Notified Selman
- 10/19/90 Menthol foil rejects test scheduled for Tuesday, Oct 23.

10/19/90 Pat Cary called in sick - She said that she had been exposed to fumes from a Brown Forman "soar mash" spill while walking through the Brown Forman parking lot while coming into work Wednesday. She said that she had been sick ever since. (Says she has an allergy to corn).

10/19/90 Returned all Stemmer and CTB Standards from Bill Speicher's book to Suzanne Meekers.

10/22/90 Chuck Veal called and asked status of old menthol fail (Refer Pg 157). I advised him of decisions that had been made and testing results.

10/22/90 Tammy Weston calls concerning scheduling of materials evaluation tour. She asked if one of the first three weeks after the Thanksgiving Holiday would be the most convenient for them. I told her that the tour would not pose a problem on any of those weeks. However, the following week (week before shutdown) would be a bad week for tour.

10/22/90 Called Stu Burns concerning dry flavors analysis. He said he was not aware that we were going to start testing them. I told him we would not start until Control Samples are Recd. from Operations Services. Flavor cookroom personnel will sample - Smoke panels will do subjectives.

2055559118

10/22/90 Called Tom Liskowinski concerning test plan for Mental Foil Rejects test. He said no further information is needed in a write-up. Test was included in MES report.

10/22/90 Talked with Bill Speicher Concerning testing of dry flavors. He said that this would probably be a topic in the next QA managers meeting - But to go ahead and implement (as soon as we receive Control samples from Operations Services) because Steve Darrah directed that this testing be done.

10/22/90 A/C went out in YC Room Saturday - Asked Sue to let me know if the unit does anything unusual this week.

10/22/90 Sue ordered labels for dry flavors testing. Labels are removable type - can be removed from sample & affixed to data sheet to avoid re-writing of all info. -(matl code, code name, lot date and other pertinent information) with every sample.

10/22/90 Called Stan Burns - agreed to informally try procedure this week before implementing (Testing of flavors before use)

10/22/90 Ed Turner submitted a sample of a hose from the Central Vacuum System in Primary. There was some concern that it might be PVC. FTIR analysis revealed an Ethylene/Vinyl Acetate Copolymer.

2055559119

10/23/90 Called Linda Quinn - (Refer Pg 154). She had said that the State of Virginia has six months in which to vote to adopt an OSHA Regulation (State OSHA vote) so the end of the first quarter 1991 was the target for Philip Morris Compliance. I asked her if this applied to Kentucky. She said she had not thought about that but would check on it.

10/23/90 Kathy called from Inventory Control and asked if either Neoprene or nitrite rubber are approved - I told her that both were unacceptable.

10/23/90 Elvax - Trade name for Ethylene/Vinyl acetate Copolymer (Per Tommy Weston)

10/23/90 Copied & distributed Q.A. Safety minutes (Sept.)

10/23/90 Copied & distributed Safety Committee meeting notice - Mtg scheduled for Friday, Oct 26.

10/23/90 Materials Evaluation Committee meeting scheduled for Friday, Oct 26. It was felt that a Conference call on that date between Bill D., Bill J., Tommy W., Delmar and myself might be more valuable to all concerned than sending Delmar to the meeting. (Per conversation with Tommy W.) New Materials Evaluation procedures will be explained. Tommy said that Louisville Purchasing may want to be involved in internal audits.

2055559120

10/23/90 Kevin Cornell said (Refer Linda Quinn Pg 60) that Kentucky is a Primacy state. This means that the state-run (Kentucky OSHA) meets or exceeds the Federal OSHA program guidelines. In this case, Kentucky OSHA would determine the deadline date for compliance to an OSHA Regulation. He said he would check to see how long we have to comply to the new OSHA Laboratory Safety Regulation.

* 10/23/90 Bill Speicher's Staff Meeting - Items discussed concerning Analytical/Safety / Mills Eval.

- Mentholated foil rejects test
- Send Burley & Bright stemmery standards back to Suzanne Mechan - Completed!
- Status of testing all flavors before dose - In experimental stage at present
- Testing of dry flavors - Awaiting samples (standard) from Ed Tucker.
- OSHA Lab Safety Regulation - Formation of Committee to Coordinate Compliance

10/24/90 MES Meeting:

- 9 Brands running this weekend - (Three menthol brands)
- 5 Changeovers this weekend (requiring bc)

10/24/90 Wed. Afternoon Staff Mtg : Changeovers scheduled for Fri "B" Shift, Sat. "A" Shift, Sunday "A" Shift.
 • Air washers cleaned Sunday.
 • Swapping out motor # 47 this weekend

2055559121

* 10/23/90 Bill S Mtg - Every month, personnel randomly selects performance appraisals to send to Steve Diorash - (2) grade 7 (2) higher than grade 7

10/24/90 Went over weekend production schedule & changes w/ Techs.

10/24/90 Doug Fessel said that John Easley will handle the Cambridge Lights Menthol test and take samples back to Richmond. The only Louisville testing required will be Menthol and OV on filler before cigarettes are made. No final product testing necessary in Louisville.

10/24/90 Ed Tucker called - Will bring dry flavor samples to Louisville & go over testing. Will get back with me when date is decided upon.

10/24/90 Menthol Samples on filler for Cambridge & its ment test within Spec.

10/24/90 Menthol Foil Rejects Test - 1st Pass through Packer:

2 cartons from top - check after 24 hrs.
2 cartons from bottom - check after 24 hrs.

After 24 hrs - Tear Packs down and run cigarettes through Packer again.

2nd Pass through Packer:

2 cartons from top - Check after 24 hrs.
2 cartons from bottom - Check after 24 hrs.

- Two packs will be checked daily for 10 days to determine when saturation point is reached.

205559122 -

- Pack menthols to be run as if cigarette alone a menthol filler brand.

10/25/90	Cambridge Menthol Special - Samples taken from boxes for menthol content - reported to production before 9:00 AM. Analysis was required before cigarettes manufactured.
10/25/90	Ed Tucker called - will come in Monday with dry flavor samples (standards) and procedures.
10/25/90	Talked with Keith Haynes - He will send Stu to meeting with Ed Tucker Monday.
10/25/90	Next Week:
	<ul style="list-style-type: none"> • Ed Tucker (Dry Flavors) Monday • Tammy Weston (materials) Training & Audit - Wed., Thurs. • IE Class Friday/Sat
10/25/90	Tammy Weston called to schedule yearly (formal) materials evaluation audit - Tentatively scheduled for Nov. 29 & 30.
10/25/90	2nd Pass Through Packer (Menthol foil Rejects Test)
10/26/90	Tammy Weston said Materials Evaluation Committee postponed to Nov. 6. (in Richmond)
10/26/90	Safety Committee meeting (Quality Assurance) Neil Daily gave a presentation on earthquake safety.
10/26/90	Instructed Jcks. to analyze two packs per day - 2nd pass three packer - for ten days (Menthol Rejects test)
10/26/90	Advised Sam Ditten - Leonard's Safety Solvent - approved for <u>Shop use only</u>

2055559123

10/26/90	Ed Tucker rescheduled for Thursday - Corporate.
10/26/90	Tentative - According to Production changeover schedule - Sue - Sat "A" Shift ; Mark - Sat "C" Shift , Marty - Sat night & Sunday night "B" Shift.
10/26/90	Changes in Burnay will be updated when Tomay returns from leave. Responsibility for update has not been determined at this time.
10/26/90	Mel Dailey called - Said that 24 hours training for each Emergency Response Team member will be required for this quarter. I asked him to be sure and copy Gene, Joe and Bill T on memo so they can schedule their people.
10/29/90	Called Operator - Phone in GC Room (1647) out of order.
10/29/90	Received results - 1 st and 2 nd pass through packer (ment foil rejects test).
10/29/90	Called Jerry Haas for asset # - Alcohol tankers sampling platform. 2055559124
10/29/90	Called Charlie Bates - Wallman report - Charlie went to Ed Tucker & Elmore on Friday - Mentioned that something appears to be wrong because all are low. Elmore was not aware of numbers. Elmore's group will look into it and get back with Bates. Charlie said to give Elmore a few days and call him. No need to do anything in Louisville at this time. Advised Bill Taylor.
	<u>Note: Charlie said no need to do anything in Louisville at this time.</u>

LNU

10/29/90	Received Memo - Transportation of Hazardous Materials Seminar to be given in Richmond Feb 12-14 1991. Because of matl covered (pertaining to Loss Prevention responsibilities), it was felt that Loss Prevention personnel rather than QA personnel should attend. Kevin Connell agreed - since it is a certification course and could impact legal responsibility.
10/29/90	Ed Tuckew & Woody Thomas to arrive around 9:30 Thurs.
10/29/90	Ed Tuckew requested data on 9 brands to be faxed to him. Techs started gathering data - Pat will compile.
10/29/90	Located memo written by Pam Belden in December 1989: "1990 Philip Morris Standardization of Cleaning Agents". This memo is to be used for information for internal materials evaluation audits.
10/30/90	Called Pete Howard - Refrigerator in Breakroom not keeping food cold. Health Hazard
10/30/90	All food removed from refrigerator - Will be defrosted and Maintenance will check.
10/30/90	Wrote work order for replacement of ceiling tile in YC Room.
10/30/90	Called Operator (10:45 AM) - No hot water in SK Room.
10/30/90	Above Refractometer out of order - Trush approves on basis of other results
10/30/90	Received copy of "Proposed Flavor and Blend Consolidations" from Bill Speci
	2055559125

10/30/90	Received Draft procedure from Stu Butras "Flavor Preparation Sampling Procedures" for sampling of Flavors before use. Read procedure and called Stu with comments. Filed in HR Room. (Reference folder)
10/31/90	Received Memo - Ed Tucker - Cocoline Chocolate -

PHILIP MORRIS, U. S. A.

INTER-OFFICE CORRESPONDENCE
Richmond, Virginia

To: E. O. COOK Date: 10-25-90
 From: W. E. TUCKER JR.
 Subject: TRIP REPORT ON VISIT TO COCOLINE CHOCOLATE COMPANY

Due to the problem encountered with Cocoline Chocolate Company in the mixing of milk chocolate blocks with the standard chocolate liquor, Cheryl Comes of Purchasing and myself visited with Cocoline on 10-18-90. The objective of the trip was to tour and assess their facility, determine exactly how the mix up occurred and discuss measures to prevent this from reoccurring.

Cocoline normally packages each individual block in brown paper and boxes them on the production floor as they are removed from the molds. In this instance, due to a shortage of boxes, the employees placed the remaining blocks in brown paper and placed them on a pallet where they were taken to the warehouse and later packaged. During this packaging in the warehouse, there was milk chocolate in brown paper on a pallet in the same area which was mixed. The vendor has stated that two pallets is the absolute most which could have been shipped. One was found at the Manufacturing Center. Cocoline will go through the remainder of the lot when it is returned and notify us of findings.

The severity of a mix up of this type and the possible ramifications on our product quality was stressed to Cocoline. The following measures were agreed too by the management of Cocoline in preventing this from occurring again:

- 1) Cocoline will only package P.M. product on the production floor at the point where it is removed from the mold and not in the warehouse.
- 2) Cocoline will not manufacture P.M. product until sufficient packaging material is on the production floor to complete a order.
- 3) Cocoline will wrap P.M. blocks in a different packaging from other customers in order to identify our product.
- 4) Cocoline will place their name on the boxes to make it easier for P.M. personnel to locate and identify their product.
- 5) Cocoline will send to my attention a certificate of analysis for each lot of PETREO shipped to P.M.

The management of Cocoline clearly understands the severity of this mix up and is willing to take any measures in preventing it from occurring again.


 W. E. TUCKER JR.

2055559126

cc: G. G. BATES
C. M. COMES

10/31/90	Jammy Weston in Louisville - Materials Evaluation -
10/31/90	MES Meeting
10/31/90	Wed. Afternoon Staff Mtg. Missed because of conflict with Bill Speicher's Staff Mtg.

- 10/31/90 Info from Wed afternoon Staff Mtg obtained from Del - forwarded to Techs and PC Supervisors.
- 10/31/90 Received removable labels for dry flavor sampling. Went over subjective procedure for dry flavors with Barbara.
- 10/31/90 Gayle will order zip/lok bags for dry flavor analysis (less expensive than Whirl Pkg bags).
- 10/31/90 Called Stu - mtg with Ed Jucker tomorrow.
- 10/31/90 Bill Speicher asked me to call Kevin Connell - Painter outside Lab windows with cardboard hanging over edge of scaffolding - scaffolding uneven. Kevin called Project coordinator.
- 10/31/90 Missed Wed. afternoon Staff Mtg - conflicted with Bill Speicher's staff meeting. Obtained info from Del (Wed afternoon mtg). Forwarded info to Techs & PC Supervisors.
- 10/31/90 Maths Eval Committee meeting rescheduled for Fri., Nov. 9.
- 10/31/90 Obtained Po # for Job Order for JJC. ^{new}
- 11/1/90 Problems with seals on Glen truck. Richmond contacted Vendor & received assurance that problem originated at vendor's facility. Jucker carefully checked & accepted. 2055559127
- 11/1/90 Defrosting refrigerator in breakroom so Maint. can look at it. Not keeping food cold enough -

10/11/90	Jimmy Weston training Analytical employees (Maths Eval)
11/11/90	Attended dry flavors Mtg chaired by Ed Tucker. Ed brought Control dry flavors to Louisville with him and gave them to us (one set to Q.A., one set to flavor cookroom) at the meeting.
11/11/90	Sent Gayle to WSPP Lab to troubleshoot QC.
11/11/90	Talked with Stu Burns about labeling of flavor samples. There have been instances of labeling of samples indicating that sample results needed within a few minutes when production schedule indicates that the brand will not be run for 10-12 hours. He is checking into it.

205559128